

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Heritage and Arts	Application Services	Danielle Hood	1 0	1 0
		Dustin Crump	2 1	2 1
		Tony Larsen	2 0	2 0
		Assigned to Individual Total	5 1	5 1
	Campus Networking	Brenda Hulphers	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	4 4	4 4
		Dawn Wayment	1 0	1 0
		Eileen Dubach	1 1	1 1
		James Stearns	2 2	2 2
		Julie VanBeekum	3 2	3 2

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	FCR Total
Heritage and Arts	Help Desk	Vicky Marrelli	3	3
			3	3
		Assigned to Individual Total	14 12	14 12
	Metro A Desktop Support	Eric A Sedgwick	3	3
			0	0
		Michael Barth	9	9
			1	1
		Assigned to Individual Total	12 1	12 1
	Metro A Help Desk	Ed Conrad	18	18
			16	16
		Edward Fortner	8	8
			7	7
		Liz Evans	7	7
			6	6
		Assigned to Individual Total	33 29	33 29
	Metro A Hosting	Tom Carney	2	2
			0	0
		Assigned to Individual Total	2 0	2 0
	Metro B Desktop Support	Austin Farey	1	1
			0	0
		Jay Locker	1	1
			0	0
		Mike Wilde	1	1
			0	0

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	FCR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	2	2
			2	2
		Stephanie Young	3	3
			1	1
		Assigned to Individual Total	8	8
			3	3
	Metro B Help Desk	Val Shepherd	1	1
			1	1
		Assigned to Individual Total	1	1
			1	1
	Rural Central Desktop Support	Jeremy Standifird	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Rural South Desktop Support	Doug Chaston	1	1
			1	1
		Lane Adams	2	2
			0	0
		Assigned to Individual Total	3	3
			1	1
	Voice Operations	Romanza Hamblin Sorensen	2	2
			1	1
		Assigned to Individual Total	2	2
			1	1
Assigned Group Total			82	82
			49	49
Customer Company Total			82	82
			49	49

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Heritage and Arts	Application Services	Danielle Hood	1 1	1 1
		Dustin Crump	2 0	2 0
		Tony Larsen	2 0	2 0
		Assigned to Individual Total	5 1	5 1
	Campus Networking	Brenda Hulphers	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	4 0	4 0
		Dawn Wayment	1 0	1 0
		Eileen Dubach	1 0	1 0
		James Stearns	2 0	2 0
		Julie VanBeekum	3 0	3 0

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	MIR Total
Heritage and Arts	Help Desk	Vicky Marrelli	3 0	3 0
		Assigned to Individual Total	14 0	14 0
	Metro A Desktop Support	Eric A Sedgwick	3 0	3 0
		Michael Barth	9 0	9 0
		Assigned to Individual Total	12 0	12 0
	Metro A Help Desk	Ed Conrad	18 0	18 0
		Edward Fortner	8 0	8 0
		Liz Evans	7 0	7 0
		Assigned to Individual Total	33 0	33 0
	Metro A Hosting	Tom Carney	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Metro B Desktop Support	Austin Farey	1 0	1 0
		Jay Locker	1 0	1 0
		Mike Wilde	1 0	1 0

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	MIR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	20	20
		Stephanie Young	30	30
		Assigned to Individual Total	80	80
	Metro B Help Desk	Val Shepherd	10	10
		Assigned to Individual Total	10	10
	Rural Central Desktop Support	Jeremy Standifird	10	10
		Assigned to Individual Total	10	10
	Rural South Desktop Support	Doug Chaston	10	10
		Lane Adams	20	20
		Assigned to Individual Total	30	30
	Voice Operations	Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	20	20
Assigned Group Total		822	822	
Customer Company Total			822	822

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Heritage and Arts	Application Services	Danielle Hood	1 28.01	1 28.01
		Dustin Crump	2 0.06	2 0.06
		Tony Larsen	2 0.00	2 0.00
		Assigned to Individual Total	5 5.62	5 5.62
	Campus Networking	Brenda Hulphers	1 0.64	1 0.64
		Assigned to Individual Total	1 0.64	1 0.64
	Help Desk	Brenda Treadway	4 0.07	4 0.07
		Dawn Wayment	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	2 0.00	2 0.00
		Julie VanBeekum	3 0.23	3 0.23

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	ATTIR Total
Heritage and Arts	Help Desk	Vicky Marrelli	3 0.00	3 0.00
		Assigned to Individual Total	14 0.07	14 0.07
	Metro A Desktop Support	Eric A Sedgwick	3 0.40	3 0.40
		Michael Barth	9 0.11	9 0.11
		Assigned to Individual Total	12 0.18	12 0.18
	Metro A Help Desk	Ed Conrad	18 0.03	18 0.03
		Edward Fortner	8 0.02	8 0.02
		Liz Evans	7 0.07	7 0.07
		Assigned to Individual Total	33 0.04	33 0.04
	Metro A Hosting	Tom Carney	2 1.03	2 1.03
		Assigned to Individual Total	2 1.03	2 1.03
	Metro B Desktop Support	Austin Farey	1 0.00	1 0.00
		Jay Locker	1 0.00	1 0.00
		Mike Wilde	1 0.35	1 0.35

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	ATTIR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	2 0.00	2 0.00
		Stephanie Young	3 0.15	3 0.15
		Assigned to Individual Total	8 0.10	8 0.10
	Metro B Help Desk	Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Doug Chaston	1 0.00	1 0.00
		Lane Adams	2 0.11	2 0.11
		Assigned to Individual Total	3 0.07	3 0.07
	Voice Operations	Romanza Hamblin Sorensen	2 0.23	2 0.23
		Assigned to Individual Total	2 0.23	2 0.23
Assigned Group Total		82 0.45	82 0.45	
Customer Company Total			82 0.45	82 0.45

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Heritage and Arts	Application Services	Danielle Hood	1 1	1 1
		Dustin Crump	2 1	2 1
		Tony Larsen	2 1	2 1
		Assigned to Individual Total	5 3	5 3
	Campus Networking	Brenda Hulphers	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	4 0	4 0
		Dawn Wayment	1 0	1 0
		Eileen Dubach	1 0	1 0
		James Stearns	2 0	2 0
		Julie VanBeekum	3 0	3 0

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	MR Total
Heritage and Arts	Help Desk	Vicky Marrelli	3 0	3 0
		Assigned to Individual Total	14 0	14 0
	Metro A Desktop Support	Eric A Sedgwick	3 0	3 0
		Michael Barth	9 0	9 0
		Assigned to Individual Total	12 0	12 0
	Metro A Help Desk	Ed Conrad	18 0	18 0
		Edward Fortner	8 0	8 0
		Liz Evans	7 0	7 0
		Assigned to Individual Total	33 0	33 0
	Metro A Hosting	Tom Carney	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro B Desktop Support	Austin Farey	1 0	1 0
		Jay Locker	1 0	1 0
		Mike Wilde	1 0	1 0

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	MR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	20	20
		Stephanie Young	30	30
		Assigned to Individual Total	80	80
	Metro B Help Desk	Val Shepherd	10	10
		Assigned to Individual Total	10	10
	Rural Central Desktop Support	Jeremy Standifird	11	11
		Assigned to Individual Total	11	11
	Rural South Desktop Support	Doug Chaston	10	10
		Lane Adams	20	20
		Assigned to Individual Total	30	30
	Voice Operations	Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	20	20
Assigned Group Total		824	824	
Customer Company Total			824	824

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Heritage and Arts	Application Services	Danielle Hood	1 28.03	1 28.03
		Dustin Crump	2 8.83	2 8.83
		Tony Larsen	2 5.89	2 5.89
		Assigned to Individual Total	5 11.49	5 11.49
	Campus Networking	Brenda Hulphers	1 5.70	1 5.70
		Assigned to Individual Total	1 5.70	1 5.70
	Help Desk	Brenda Treadway	4 0.07	4 0.07
		Dawn Wayment	1 1.86	1 1.86
		Eileen Dubach	1	1
		James Stearns	2 0.00	2 0.00
		Julie VanBeekum	3 1.81	3 1.81

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	ATTR Total
Heritage and Arts	Help Desk	Vicky Marrelli	3 0.01	3 0.01
		Assigned to Individual Total	14 0.59	14 0.59
	Metro A Desktop Support	Eric A Sedgwick	3 0.46	3 0.46
		Michael Barth	9 0.13	9 0.13
		Assigned to Individual Total	12 0.21	12 0.21
	Metro A Help Desk	Ed Conrad	18 0.35	18 0.35
		Edward Fortner	8 0.04	8 0.04
		Liz Evans	7 0.15	7 0.15
		Assigned to Individual Total	33 0.24	33 0.24
	Metro A Hosting	Tom Carney	2 1.10	2 1.10
		Assigned to Individual Total	2 1.10	2 1.10
	Metro B Desktop Support	Austin Farey	1 0.14	1 0.14
		Jay Locker	1 0.21	1 0.21
		Mike Wilde	1 0.35	1 0.35

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

			Low	ATTR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	2 0.00	2 0.00
		Stephanie Young	3 1.74	3 1.74
		Assigned to Individual Total	8 0.74	8 0.74
	Metro B Help Desk	Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 6.28	1 6.28
		Assigned to Individual Total	1 6.28	1 6.28
	Rural South Desktop Support	Doug Chaston	1 0.00	1 0.00
		Lane Adams	2 0.11	2 0.11
		Assigned to Individual Total	3 0.07	3 0.07
	Voice Operations	Romanza Hamblin Sorensen	2 1.41	2 1.41
		Assigned to Individual Total	2 1.41	2 1.41
Assigned Group Total		82 1.23	82 1.23	
Customer Company Total			82 1.23	82 1.23

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

Detail

INC000000599878	Britton Lund	Application	Error	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Heritage and Arts	Low	Closed	TTR Missed: Yes	11.06
INC000000601032	Joanne Taylor	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Heritage and Arts	Low	Closed	TTR Missed: Yes	6.28
INC000000601337	Katie Woslager	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.12
	Application Services	Dustin Crump	Heritage and Arts	Low	Closed	TTR Missed: No	5.50
INC000000601527	Darci Card	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000601629	Debbie Reese	None	None	None		TIR Missed: No	0.44
	Metro B Desktop Support	Stephanie Young	Heritage and Arts	Low	Closed	TTR Missed: No	4.47
INC000000601695	Felicia Baca	Telecom	Voice Mail	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Heritage and Arts	Low	Closed	TTR Missed: No	1.73
INC000000601866	Michele Elnicky	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.10
INC000000602202	Darci Card	Application	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Heritage and Arts	Low	Closed	TTR Missed: No	0.25
INC000000602207	Marjorie Moore	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000602264	Ray Matthews	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000602310	Paula Stuart	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.06
INC000000602417	Doug Misner	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Heritage and Arts	Low	Resolved	TTR Missed: No	0.71
INC000000602908	Londi Rowley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Heritage and Arts	Low	Closed	TTR Missed: No	1.10
INC000000603034	David Pace	Application	Error	Novell GroupWise		TIR Missed: No	0.21
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.40
INC000000603478	Kristen Rogers-Iversen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000603481	Wilson Martin	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

INC000000603844	Kristen Rogers-Iversen	Application	Error	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.25
INC000000604377	Claudia Borjas	PC/Laptop	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low Closed	TTR Missed: No	0.08
INC000000604571	Lisa F Nelson	None	None	None	TIR Missed: No	0.64
	Campus Networking	Brenda Hulphers	Heritage and Arts	Low Closed	TTR Missed: No	5.70
INC000000604574	Margaret Hunt	Application	Password	PGP	TIR Missed: No	0.22
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low Closed	TTR Missed: No	0.30
INC000000604973	Britton Lund	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000605263	Emily Johnson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000605338	Kathy Kirtz	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000605437	Scott Brooks	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000605740	Kelly K Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.03
INC000000606187	Donna Morris	Application	Password	Gmail	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000606394	Elizabeth D Brown	Application	Password	Utah Master Directory	TIR Missed: No	0.29
	Help Desk	Brenda Treadway	Heritage and Arts	Low Closed	TTR Missed: No	0.29
INC000000606821	LaDawn Stoddard	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000607090	Kelly K Anderson	None	None	None	TIR Missed: No	0.00
	Application Services	Dustin Crump	Heritage and Arts	Low Closed	TTR Missed: Yes	12.17
INC000000607258	Kent Osborn	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000607326	Claudia Borjas	Application	Password	Gmail	TIR Missed: No	0.21
	Help Desk	Julie VanBeekum	Heritage and Arts	Low Resolved	TTR Missed: No	0.21
INC000000607391	Kathy Kirtz	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000607421	Lori Hunsaker	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low Closed	TTR Missed: No	0.10

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

INC000000607447	Lori Hunsaker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000607773	Claudia Borjas	Application	Error	Gmail		TIR Missed: No	0.29
	Help Desk	Julie VanBeekum	Heritage and Arts	Low	Closed	TTR Missed: No	0.35
INC000000607899	Cheryl Mansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000608218	Kathy Kirtz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000608259	Kristen Stehel	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	1.76
INC000000608434	Cory Jensen	PC/Laptop	Error	None		TIR Missed: No	0.15
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.15
INC000000608584	Barbara Murphy	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000608854	Justin Howland	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.31
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.51
INC000000608856	Tracy Healey	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Heritage and Arts	Low	Closed	TTR Missed: No	
INC000000609088	Maryellen Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000609599	Debra Mortensen	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000609660	Geoffrey Fattah	Application	Password	Remedy Service Request Mana		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.04
INC000000609800	Vince Silas	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.16
INC000000609844	Lisa F Nelson	None	None	None		TIR Missed: Yes	2.02
	Metro A Hosting	Tom Carney	Heritage and Arts	Low	Closed	TTR Missed: No	2.02
INC000000609893	Vince Silas	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.33
INC000000609953	Kristen Rogers-Iversen	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.08
INC000000610016	Debra Mortensen	PC/Laptop	Error	Gmail		TIR Missed: No	0.16
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.20

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

INC000000611099	Lynette Lloyd	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.06
INC000000611375	Kathy Kirtz	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000611403	Debra Mortensen	None	None	None		TIR Missed: No	0.16
	Rural South Desktop Support	Lane Adams	Heritage and Arts	Low	Closed	TTR Missed: No	0.16
INC000000611419	Judy Moore	None	None	None		TIR Missed: No	0.05
	Rural South Desktop Support	Lane Adams	Heritage and Arts	Low	Closed	TTR Missed: No	0.05
INC000000611444	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000611585	Amanda Rock	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.11
INC000000611815	Colleen Eggett	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Heritage and Arts	Low	Closed	TTR Missed: No	0.21
INC000000611843	Barbara Murphy	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000612060	Rebecca Steed	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.24
INC000000612305	Maryellen Martinez	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Heritage and Arts	Low	Resolved	TTR Missed: No	1.86
INC000000612853	Maryellen Martinez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Heritage and Arts	Low	Resolved	TTR Missed: No	0.14
INC000000613467	Margaret Hunt	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Resolved	TTR Missed: No	0.13
INC000000613560	Tony Mirabella	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.31
INC000000613841	Tony Mirabella	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000614285	Debbie Reese	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000614479	Tony Mirabella	Application	Password	Gmail		TIR Missed: No	0.47
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Resolved	TTR Missed: No	0.64
INC000000614632	Claudia Borjas	Application	Error	Gmail		TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Heritage and Arts	Low	Resolved	TTR Missed: No	4.86

Enterprise Incident Report November 2012

As of 12/4/2012

Heritage and Arts

INC000000614736	Shirlee Silversmith	None	None	None		TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Resolved	TTR Missed: No	0.15
INC000000614971	Jonathan Sharp	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000614995	Claudia Borjas	Application	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Eric A Sedgwick	Heritage and Arts	Low	Resolved	TTR Missed: No	0.36
INC000000615022	Julie Iosefa	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.14
INC000000615051	Jean Irwin	Mobile Devices	None	None		TIR Missed: Yes	28.01
	Application Services	Danielle Hood	Heritage and Arts	Low	Resolved	TTR Missed: Yes	28.03
INC000000615361	Marjorie Moore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.15
INC000000615806	Jeri Openshaw	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Heritage and Arts	Low	Resolved	TTR Missed: No	0.49
INC000000615939	Kimbal Hale	None	None	None		TIR Missed: No	0.50
	Metro A Desktop Support	Eric A Sedgwick	Heritage and Arts	Low	Resolved	TTR Missed: No	0.50
INC000000616104	Marjorie Moore	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.03
INC000000616782	Kristen Stehel	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	2.20
INC000000617108	Maryellen Martinez	None	None	None		TIR Missed: No	0.35
	Metro B Desktop Support	Mike Wilde	Heritage and Arts	Low	Resolved	TTR Missed: No	0.35
INC000000617483	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000617806	Jean Irwin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000617833	Kathy Kirtz	None	None	None		TIR Missed: No	0.04
	Metro A Hosting	Tom Carney	Heritage and Arts	Low	Resolved	TTR Missed: No	0.19
INC000000617845	Michele Elnicky	None	None	None		TIR Missed: No	0.52
	Metro A Desktop Support	Eric A Sedgwick	Heritage and Arts	Low	Resolved	TTR Missed: No	0.52